



Merck KGaA

Increased application performance and cut costs

“ IT is a key enabler for our business and extremely important for us. We need to react fast to changing business environments, and important decisions are made anytime on the basis of up-to-date information. This alone grants us competitive advantage. The basis for this is the secure and reliable infrastructure that Orange delivers, which offers full transparency on network performance and supports seamless data transfer to our customers and our subsidiaries as well as to partners and suppliers. ”

Nigel Rixon
Associate Director
Merck KGaA

Highlights

- Leading global pharmaceutical and chemical company with 40,562 employees and 236 locations worldwide
- Strategy to standardize IT for increased transparency and improved performance
- Desire to cut costs and avoid expensive bandwidth upgrades
- Orange-customized network optimization solution with Riverbed
- Network performance management
- Avoided costly bandwidth upgrades
- Simplified management and enhanced application performance and end-user experience



Business
Services



Issues and challenges

Merck KGaA is a global pharmaceutical and chemical products enterprise. In pharmaceuticals, it specializes in prescription drugs and over-the-counter products. It also produces specialty chemical products for the electronics, printing, coatings, cosmetics, food, pharmaceutical and biotech industries. From its headquarters in Germany, Merck KGaA operates at 236 locations in 67 countries with 40,562 employees.

A core part of the company's IT strategy was to undertake a process of global standardization to gain increased transparency and improved performance. Specifically, it needed to increase application performance, in particular Lotus Notes, while avoiding expensive bandwidth upgrades. This was against a background of needing to respond to the challenging economic conditions by reducing overall operating costs.

Merck KGaA had been working with Orange Business Services since 1998, and the long-term proven success of this partnership prompted Merck KGaA to collaborate with Orange on a new approach to the strategic development of the network and the performance of business-critical applications.

The objective

Identify a global network provider able to deliver a customized application acceleration solution for reduced costs and better end-user experience.

The benefits

The Orange Business Services network optimization solution with Riverbed has delivered significant benefits to Merck KGaA.

Significant savings

- Prevention of expensive bandwidth upgrades

Improved application performance and productivity

- Bandwidth optimization: 50-60% for Lotus Notes; up to 90% with CMS protocol; 70-90% for HTTP intranet applications
- Enhanced end-user experience

Better management

- Simplified network management and maintenance

The Orange Business Services solution

- Customized network optimization solution with Riverbed (rollout of 104 devices worldwide)
- Network performance management
- Reduced number of servers in remote locations
- Program and partner management

The results

- Avoidance of costly bandwidth upgrades
- Significant bandwidth optimization for key applications
- Enhanced application performance
- Simplified management and maintenance

“ We decided to work with Orange Business Services because of their global presence. In addition, Orange has been our trusted partner for many projects. Our cooperation started in 1998, and our positive experience with Orange Business Services Professional Services has led us to trust that Orange will deliver in a professional way. ”

For more information about Orange Business Services, visit www.orange-business.com

For more information about Merck KGaA, visit www.merck.de



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0216/CCS-MER-018(3)